

August 3, 2020

**VIA ELECTRONIC MAIL**

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

**RE: Docket 3476 – Fiscal Year 2020 Annual Report on Service Quality Plan (Gas Operations)**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a National Grid (“National Grid” or the “Company”), and in accordance with Order No. 17605<sup>1</sup>, this letter and the enclosed four (4) attachments<sup>2</sup> represent the Company’s Annual Report on its Service Quality Plan (“SQP”) for Gas Operations for Fiscal Year (“FY”) 2020 (“2020 Annual Report”). This 2020 Annual Report shows the Company’s annual performance results for FY 2020 (July 1, 2019 through June 30, 2020) and quarterly performance results for the fourth quarter of FY 2020 (April 1, 2020 through June 30, 2020); provides an update on the service measure for meter testing which is based on a calendar year (January 1, 2020 through December 31, 2020); and updates the benchmarks for FY 2021 (July 1, 2020 through June 30, 2021).

In addition to the standard annual updating of benchmarks, the Company is proposing two changes for FY 2021. The Company is proposing to (i) modify the meaning of normal business hours for the leak-call response service measures and (ii) eliminate the customer-requested meter test service measure. The two changes are explained herein in the section entitled FY 2021 Benchmarks. The Company is working with the Division of Public Utilities and Carriers (Division) on the details of the aforementioned changes and, following such discussions, the Company will update the Public Utilities Commission (“Commission”) and, at that time, may respectfully ask that the Commission formally approve the two changes.

**Background**

The purpose of the SQP is to ensure that the Company’s gas customers receive a reasonable level of service. Under the SQP, the Company’s performance is measured through eight (8) service metrics: percentage of abandoned calls; percentage of calls answered within sixty (60) seconds; percentage of on-cycle meter reads; meter testing; percentage of customer-requested meter test completed within fifteen (15) days; percentage of service appointments met; leak-call response for normal business hours; and leak-call response for after business hours. Penalties, if any, are determined on an annual basis except for the two (2) leak-call response service measures for which

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<sup>1</sup> Written order issued on November 21, 2003 in Docket No. 3476.

<sup>2</sup> Per practice during the COVID-19 emergency period, the Company is providing a PDF version of the 2020 Annual Report. The Company will provide the Commission Clerk with a hard copy and, if needed, additional hard copies of the Annual Report at a later date.

penalties are determined on a quarterly basis. All of the service measures are measured on a fiscal year basis (July 1 through June 30) except for meter testing which is based on a calendar year. As explained herein, the Company did not incur a penalty for its annual performance for FY 2020 nor did it incur a penalty for its fourth quarter performance.<sup>3</sup>

### **The Company’s Annual Performance and Fourth Quarter Performance for FY 2020**

The information included in this 2020 Annual Report compares FY 2020 fourth quarter performance or FY 2020 annual performance, depending upon the metric, against the benchmarks provided to the Commission on August 6, 2019 as part of the Company’s 2019 Annual Report.

Attachment 1, Page 2 provides a summary of the service quality performance for both the fourth quarter and overall FY 2020, while Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Column (8), National Grid’s fourth quarter performance was within one standard deviation of the established benchmarks in all areas and, therefore, no penalties were incurred based on the Company’s fourth quarter performance. In addition, as shown on Attachment 1, Page 2, Column (12), National Grid’s FY 2020 performance was within one standard deviation of the established benchmarks in all areas. Therefore, no penalties were incurred based on the Company’s FY 2020 fourth quarter performance or annual performance.

### **Update on Meter Testing (Based on Calendar Year)**

The benchmark for meter testing is based on a calendar year and was revised in October 2012 to reflect the Division’s Rules and Regulations Prescribing Standards for Gas Utilities, Master Meter System, and Jurisdictional Propane Systems, 815-RICR-20-00-1. National Grid has tested a total of 4,150 meters during the period of January 2020 through June 2020, as shown on Attachment 1, Page 1. Meter Testing is customer facing work, which involves exchanging the customer meter and relighting equipment and appliances inside buildings. Due to the COVID-19 pandemic, the work was paused starting in March 2020 and it has not resumed as of June 30, 2020 except for a limited number of isolated or emergency situations. Once meter testing work resumes, the Company will re-evaluate the feasibility of achieving the calendar year 2020 goal; however compliance with the metric is currently at risk due to the COVID-19 pandemic.<sup>4</sup>

### **FY 2021 Benchmarks**

Attachment 3 summarizes the proposed benchmarks to be used to measure the Company’s performance for FY 2021 (July 1, 2020 through June 30, 2021). The Company has updated the performance benchmarks by incorporating the results of the most recent twelve (12) months of data for the following six (6) metrics: abandoned calls; calls answered in sixty (60) seconds; on-cycle

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<sup>3</sup> The Company did incur quarterly penalties for the leak-call response service measures for quarter 1 and quarter 2 of FY 2020. The Company has requested relief from those penalties through its filing to the Commission Clerk dated July 17, 2020. Any penalties that are assessed based on the Company’s FY 2020 quarter 1 and quarter 2 performance will be factored into the Company’s Distribution Adjustment Charge (“DAC”) filing.

<sup>4</sup> For purposes of determining penalties, if any are incurred for calendar year 2020, the COVID-19 pandemic may qualify as an exogenous event.

meter reads; service appointments met; and the two leak-call response metrics provided that the leak-call response metrics have been further revised as explained below. Attachment 4 provides the Company’s monthly statistics used to calculate the new benchmarks based on the most recent 36 months of data.

Starting in FY 2021, the Company is proposing measuring leak-call response during normal business hours based on Monday-Friday 8:00 a.m. to **4:00 p.m.** (excluding holidays) and after business hours based on the hours outside of Monday-Friday 8:00 a.m. to 4:00 p.m. (including Saturday, Sunday, and holidays). As stated in the Company’s First Quarter Report for FY 2020 as filed with the Commission on November 4, 2019, during the Gas Business Enablement (“GBE”) implementation and re-creation of reports in the new system, the Company noted that its historical calculation method for leak-call response reports during normal business hours was based on Monday-Friday 8:00 a.m. to 4:30 p.m. (excluding holidays). As part of the GBE implementation, the Company has standardized performance reporting for normal business hours as 8:00 a.m. to 4:00 p.m., which correlates to a normal working shift for Company personnel. The FY 2021 performance benchmarks, as shown in Attachment 3, have been calculated based on leak-call response performance had the normal business hours been Monday-Friday 8:00 a.m. to 4:00 p.m. (excluding holidays) for the past three years (36-months), which is the basis for the benchmarks. The chart directly below provides a comparison between the benchmarks and penalty thresholds for leak-call response based on the proposed normal business hours of Monday-Friday 8:00 a.m. to 4:00 p.m. and based on the historical normal business hours of Monday-Friday 8:00 a.m. to 4:30 p.m.

<u>Measures</u>	<b>Benchmark (Mean) FY20</b>	<b>Standard Deviation (+/-)</b>	<b>Penalty Threshold</b>
<u>Safety - Leak Call Response:</u>			
<u>Normal Business Hours: M-F 8:00-16:00 (excluding holidays)</u>			
Normal Business Hours-30 min or less	96.46%	1.73%	94.73%
After Business Hours-45 min or less	96.14%	1.66%	94.48%
<u>Normal Business Hours: M-F 8:00-16:30 (excluding holidays)</u>			
Normal Business Hours-30 min or less	95.41%	1.78%	93.63%
After Business Hours-45 min or less	96.12%	1.64%	94.48%

The Company will continue following the historical practices used to determine the benchmark and penalty threshold for leak-call response during normal business hours and after business hours. Therefore, the normal business hours benchmark (mean) and penalty threshold will be 96.46% and 94.73%, respectively. The after business hours benchmarks were modified effective January 1, 2013 and will continue to be fixed at a mean of 95.27%, with a penalty threshold of 94.38%. The Company believes it is appropriate to continue using the fixed mean because, as the chart directly above shows, based on the last 36-months of performance data, there is only a 0.02% difference in the mean and the penalty thresholds would be the same for after business hours based on a normal business day ending at 4:00 p.m. or 4:30 p.m.

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The Company is also proposing to discontinue the use of the metric for customer-requested meter tests completed within 15 days. As shown on Attachment 4, the Company completed 100% of the customer-requested meter tests within 15 days during the 36 months of the benchmark period and only received an average of 6.3 requests per year over that time. The Company also completed 100% of the customer-requested meter tests in fiscal year 2017, which results in 100% compliance for the past 48 months. Based on the low occurrence of the requests and high rate of compliance, the Company believes this metric has reached its maturity level and can be removed from the annual performance measures. For purposes of clarity, the Company is simply proposing to remove the metric and will continue to complete customer-requested meter tests within 15 days.

Thank you for your attention to this filing. If you have any questions, please contact me at 401-784-4263.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrew S. Marcaccio".

Andrew S. Marcaccio

Enclosures

cc: Docket 3476 Service List  
Christy Hetherington, Esq.  
Al Mancini, Division

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2020 - FOURTH QUARTER REPORT (2nd Quarter CY2020)\***

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-20</u>	<u>May-20</u>	<u>Jun-20</u>	<u>Q4 Total or Weighted Average</u>	<u>YTD Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<b><u>CALL CENTER RESPONSIVENESS</u></b>							
Total Calls Answered	24,710	22,125	22,657	69,492	368,378		
Abandoned Calls	353	370	336	1,059	21,383		
Total Calls Offered	25,063	22,495	22,993	70,551	389,761		
<b>% Abandoned Calls</b>	1.41%	1.64%	1.46%	<b>1.50%</b>	5.49%	2.94%	5.71%
Answered in 60 Seconds	22,979	20,785	21,584	65,348	312,216		
<b>% Calls Answered in 60 Seconds</b>	91.68%	92.40%	93.87%	<b>92.63%</b>	80.10%	86.09%	<b>0.7794</b>
<b><u>METER READS</u></b>							
Scheduled Meters	282,913	287,643	285,552	856,108	3408728		
Meters Read	279,889	284,550	280,806	845,245	3368054		
<b>% On-Cycle Meter Reads</b>	98.93%	98.92%	98.34%	<b>98.73%</b>	98.81%	98.30%	<b>0.957</b>
<b><u>METER TESTING**</u></b>							
					<b><u>CY2020 YTD</u></b>	<b><u>CY2020 GOAL</u></b>	
<= 500 Cfh*** (180 month test interval)	41	17	31	<b>89</b>	649	35,308	
> 500 Cfh (120 month test interval)	3	5	36	<b>44</b>	140	1,200	
Meters Not Tested (Attempts Exhausted)	0	0	0	<b>0</b>	0		
Inactive Meters	30	41	48	<b>119</b>	3,361		
Total					<b>4,150</b>	<b>36,508</b>	
<b><u>CUSTOMER REQUESTED TESTS</u></b>							
Customer Requested Tests	0	0	0	0	6		
Tests Completed in 15 Days	0	0	0	0	6		
<b>% Completed in 15 Days</b>	100.00%	100.0%	100.0%	<b>100.0%</b>	100.00%	99.60%	<b>0.9404</b>
<b><u>SERVICE APPOINTMENTS</u></b>							
Scheduled Service Appointments	730	319	510	1,559	14540		
Completed Service Appointments	720	312	494	1,526	13889		
<b>% Service Appointments Met</b>	98.63%	97.81%	96.86%	<b>97.88%</b>	95.52%	94.94%	<b>0.9384</b>
<b><u>SAFETY</u></b>							
<b>Leak-Call Response:</b>							
<b>Normal Business Hours: M-F 8:00-16:30 (excluding holidays)</b>							
<b>Normal Business Hours:</b>							
- Total Calls	272	337	313	922			
- Response in 30 Minutes or Less	265	333	305	903			
<b>% in 30 Minutes or Less</b>	97.43%	98.81%	97.44%	<b>97.94%</b>	Quarterly Metric	95.38%	<b>0.9397</b>
<b>After Business Hours****:</b>							
- Total Calls	209	266	243	718			
- Response in 45 Minutes or Less	207	260	240	707			
<b>% in 45 Minutes or Less</b>	99.04%	97.74%	98.77%	<b>98.47%</b>	Quarterly Metric	95.27%	<b>0.9438</b>
<b>Normal Business Hours: M-F 8:00-16:00 (excluding holidays)*****</b>							
<b>Normal Business Hours:</b>							
- Total Calls	256	329	304	889			
- Response in 30 Minutes or Less	252	325	296	873			
<b>% in 30 Minutes or Less</b>	98.44%	98.78%	97.37%	<b>98.20%</b>	Quarterly Metric	95.38%	<b>0.9397</b>
<b>After Business Hours****:</b>							
- Total Calls	225	274	252	751			
- Response in 45 Minutes or Less	223	268	249	740			
<b>% in 45 Minutes or Less</b>	99.11%	97.81%	98.81%	<b>98.54%</b>	Quarterly Metric	95.27%	<b>0.9438</b>

\* Note: Docket 3476 Fiscal year runs July 1 through June 30th.

\*\* The meter testing measure is compiled on a calendar year ("CY") basis and the final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at calendar year end.

\*\*\* The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those regulations meters with a capacity greater than 500 cubic feet per hour (Cfh) are classified as commercial, and meters with a capacity less than or equal to 500 Cfh are classified as residential.

\*\*\*\* The After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%

\*\*\*\*\* Internal Normal Business Hours are defined as M-F 8:00-16:00 (excludes weekends and holidays). After Business hours are all other days/hours outside of M-F 8:00-16:00 (including holidays). Starting in FY 2021, the Company will begin evaluating Leak-Call Response performance during these Normal and After Business hours.

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2020 - FOURTH QUARTER REPORT

**Service Quality Measures**

Customer Service and Billing:

	Benchmarks & Penalties					Quarterly Performance				Annual Performance			
	Benchmark (Mean) (1)	Standard Deviation (2)	Penalty Threshold (3)	Penalty Weight (4)	Maximum Penalty (5)	4th Quarter Performance (6)	Variance from Mean (7)	# Standard Deviations (8)	Penalty (9)	Fiscal YTD Performance (10)	Variance from Mean (11)	# Standard Deviations (12)	Penalty (13)
Abandoned Calls	2.94%	2.77%	5.71%	12%	\$150,000	1.50%	1.44%	0.5195	\$0	5.49%	-2.55%	0.9192	\$0
Calls Answered in 60 Seconds	86.09%	8.15%	77.94%	12%	\$150,000	92.63%	6.54%	0.8019	\$0	80.10%	-5.99%	0.7344	\$0
On-Cycle Meter Reads	98.30%	2.60%	95.70%	6%	\$75,000	98.73%	0.43%	0.1658	\$0	98.81%	0.51%	0.1949	\$0
Meter Testing <sup>14</sup>				6%	\$75,000				\$0				\$0
Total Meters <=500 Cfh Tested (180 month test interval)	649					89				649			
Total Meters >500 Cfh Tested (120 month test interval)	140					44				140			
Customer Requested Meter Tests	99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	\$0	100.00%	0.40%	0.0719	\$0
Service Appointments Met	94.94%	1.10%	93.84%	12%	\$150,000	97.88%	2.94%	2.6757	\$0	95.52%	0.58%	0.5297	\$0
<u>Safety - Leak Call Response:</u>													
<u>Normal Business Hours:</u>													
<u>M-F 8:00-16:30 (excluding holidays)</u>													
Normal Business Hours-30 min or less	95.38%	1.41%	93.97%	24%	\$300,000	97.94%	2.56%	1.8151	\$0	95.39%	0.01%	0.0060	\$0
After Business Hours <sup>15</sup> -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	98.47%	3.20%	3.5932	\$0	95.66%	0.39%	0.4358	\$0
<u>Normal Business Hours:</u>													
<u>M-F 8:00-16:00 (excluding holidays)</u>													
Normal Business Hours-30 min or less	95.38%	1.41%	93.97%	24%	\$300,000	98.20%	2.82%	2.0002	\$0	96.08%	0.70%	0.4970	\$0
After Business Hours <sup>15</sup> -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	98.54%	3.27%	3.6689	\$0	95.59%	0.32%	0.3563	\$0
				100%	\$1,250,000				\$0				\$0

**Notes:**

- (1)-(5) Submitted in the Annual Service Quality Report filed on 8/6/19 (see Attachment 3, Cols. (1) - (3) for FY20 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2020 performance data.
- (7) Calculated as (6) plus or minus (1), where positive results reflect above-average performance.
- (8) Calculated as (7) divided by (2).
- (9) Penalties are assessed when performance exceeds one standard deviation from the mean, with the maximum penalty assessed at two standard deviations from the mean. Only the penalties related to the safety measures are assessed quarterly.
- (10) Year-to-date performance data for fiscal year 2020 (i.e., July '19 - June '20) except Meter Testing. See Note (14).
- (11) Calculated as (10) plus or minus (1), where positive results reflect above-average performance.
- (12) Calculated as (11) divided by (2).
- (13) Penalties are assessed when performance exceeds one standard deviation from the mean, with the maximum penalty assessed at two standard deviations from the mean.
- (14) The meter testing measure is compiled on a calendar year basis. Therefore, the FY20 Report reflects activity between January '19 through June '19. The final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at CY end.
- (15) The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2020 - ANNUAL PERFORMANCE DATA**

National Grid - Gas  
RIPUC Docket No. 3476  
Service Quality Report  
Attachment 2

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-19</b>	<b>Aug-19</b>	<b>Sep-19</b>	<b>Oct-19</b>	<b>Nov-19</b>	<b>Dec-19</b>	<b>Jan-20</b>	<b>Feb-20</b>	<b>Mar-20</b>	<b>Apr-20</b>	<b>May-20</b>	<b>Jun-20</b>	<b>Total or Weighted Average</b>
<b>CALL CENTER RESPONSIVENESS</b>													
Total Calls Answered	27,492	34,188	31,350	37,127	35,019	34,172	36,477	33,039	30,022	24,710	22,125	22,657	368,378
Abandoned Calls	3,923	4,445	2,582	3,199	2,639	1,331	1,006	696	503	353	370	336	21,383
Total Calls Offered	31,415	38,633	33,932	40,326	37,658	35,503	37,483	33,735	30,525	25,063	22,495	22,993	389,761
<b>% Abandoned Calls</b>	12.49%	11.51%	7.61%	7.93%	7.01%	3.75%	2.68%	2.06%	1.65%	1.41%	1.64%	1.46%	<b>5.49%</b>
Answered in 60 Seconds	22,086	25,673	25,004	25,987	26,929	29,706	32,797	30,549	28,137	22,979	20,785	21,584	312,216
<b>% Calls Answered in 60 Seconds</b>	70.30%	66.45%	73.69%	64.44%	71.51%	83.67%	87.50%	90.56%	92.18%	91.68%	92.40%	93.87%	<b>80.10%</b>
<b>METER READS</b>													
Scheduled Meters	281,158	281,257	281,751	281,813	281,718	282,136	293,188	283,364	286,235	282,913	287,643	285,552	3,408,728
Meters Read	278,211	278,022	278,206	277,967	277,968	278,620	290,162	280,382	283,271	279,889	284,550	280,806	3,368,054
<b>% On-Cycle Meter Reads</b>	98.95%	98.85%	98.74%	98.64%	98.67%	98.75%	98.97%	98.95%	98.96%	98.93%	98.92%	98.34%	<b>98.81%</b>
<b>METER TESTING*</b>													
<= 500 Cfh** (180 month test interval)	1,007	783	1,398	578	370	763	0	0	560	41	17	31	5,548
> 500 Cfh (120 month test interval)	176	158	148	67	41	128	0	0	96	3	5	36	858
<b>Total Meters Tested*</b>	1,183	941	1,546	645	411	891	0	0	656	44	22	67	<b>6,406</b>
<b>CUSTOMER REQUESTED TESTS</b>													
Customer Requested Tests	0	0	0	1	2	2	1	0	0	0	0	0	6
Tests Completed in 15 Days	0	0	0	1	2	2	1	0	0	0	0	0	6
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.00%</b>
<b>SERVICE APPOINTMENTS</b>													
Scheduled Service Appointments	1,571	716	1,225	1,595	1,698	1,637	1,692	1,383	1,464	730	319	510	14,540
Completed Service Appointments	1,507	655	1,110	1,477	1,629	1,576	1,649	1,343	1,417	720	312	494	13,889
<b>% Service Appointments Met</b>	95.93%	91.48%	90.61%	92.60%	95.94%	96.27%	97.46%	97.11%	96.79%	98.63%	97.81%	96.86%	<b>95.52%</b>
<b>SAFETY</b>													
<b>Leak-Call Response:</b>													
<b>Normal Business Hours: M-F 8:00-16:30 (excluding holidays)</b>													
- Total Calls	333	329	391	436	427	421	474	357	312	272	337	313	4,402
- Response in 30 Minutes or Less	307	303	375	411	399	391	462	348	300	265	333	305	4,199
<b>% in 30 Minutes or Less</b>	92.19%	92.10%	95.91%	94.27%	93.44%	92.87%	97.47%	97.48%	96.15%	97.43%	98.81%	97.44%	<b>95.39%</b>
<b>After Business Hours***:</b>													
- Total Calls	270	270	316	385	421	438	400	337	268	209	266	243	3,823
- Response in 45 Minutes or Less	261	254	302	359	399	406	381	326	262	207	260	240	3,657
<b>% in 45 Minutes or Less</b>	96.67%	94.07%	95.57%	93.25%	94.77%	92.69%	95.25%	96.74%	97.76%	99.04%	97.74%	98.77%	<b>95.66%</b>
<b>Normal Business Hours: M-F 8:00-16:00 (excluding holidays)****</b>													
- Total Calls	320	309	380	420	403	397	439	357	398	256	329	304	4,312
- Response in 30 Minutes or Less	295	288	367	397	381	375	430	348	389	252	325	296	4,143
<b>% in 30 Minutes or Less</b>	92.19%	93.20%	96.58%	94.52%	94.54%	94.46%	97.95%	97.48%	97.74%	98.44%	98.78%	97.37%	<b>96.08%</b>
<b>After Business Hours***:</b>													
- Total Calls	282	289	327	401	445	462	435	337	282	225	274	252	4,011
- Response in 45 Minutes or Less	272	272	311	374	421	427	415	326	276	223	268	249	3,834
<b>% in 45 Minutes or Less</b>	96.45%	94.12%	95.11%	93.27%	94.61%	92.42%	95.40%	96.74%	97.87%	99.11%	97.81%	98.81%	<b>95.59%</b>

\* The meter testing measure is compiled on a calendar year basis.

\*\* The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those regulations meters with a capacity greater than 500 cubic feet per hour (Cfh) are classified as commercial, and meters with a capacity less than or equal to 500 Cfh are classified as residential.

\*\*\* The After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%

\*\*\*\* Internal Normal Business Hours are defined as M-F 8:00-16:00 (excludes weekends and holidays). After Business hours are all other days/hours outside of M-F 8:00-16:00 (including holidays). Starting in FY 2021, the Company will begin evaluating Leak-Call Response performance during these Normal and After Business hours.

**NATIONAL GRID - GAS OPERATIONS  
REVISED SERVICE QUALITY BENCHMARKS  
FISCAL YEAR 2021**

**Measures**

**Customer Service and Billing:**

Abandoned Calls

Calls Answer in 60 Seconds

On-Cycle Meter Reads

Meter Testing\*

<= 500 Cfh (180 month test interval)

> 500 Cfh (120 month test interval)

Service Appointments Met

Benchmark (Mean) FY20	Standard Deviation (+/-)	Penalty Threshold
3.47%	3.07%	6.54%
84.97%	8.19%	76.78%
98.37%	2.61%	95.76%
<b><u>CY2020 GOAL</u></b>		
35,308		
1,200		
95.03%	1.72%	93.31%

**Safety - Leak Call Response:**

Normal Business Hours\*\*-30 min or less

After Business Hours\*\*\*-45 min or less

96.46%	1.73%	94.73%
95.27%	0.89%	94.38%

\*The meter testing measure is compiled on a calendar year basis. The final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at CY end.

\*\*Normal Business Hours defined as M-F 8:00-16:00 (excluding holidays)

\*\*\*The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS**

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Oct-17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>
<b>CALL CENTER RESPONSIVENESS*</b>												
Total Calls Answered	33,766	36,777	35,203	39,408	41,512	38,843	45,543	40,946	46,737	47,681	51,900	45,836
Abandoned Calls	1,242	475	532	509	955	490	862	867	912	1,125	1,458	1,074
Total Calls Offered	35,008	37,252	35,735	39,917	42,467	39,333	46,405	41,813	47,649	48,806	53,358	46,910
<b>% Abandoned Calls</b>	3.55%	1.28%	1.49%	1.28%	2.25%	1.25%	1.86%	2.07%	1.91%	2.31%	2.73%	2.29%
Answered in 60 Seconds	27,288	34,344	32,960	37,281	37,514	36,639	41,823	37,933	42,822	42,676	44,475	40,356
<b>% Calls Answered in 60 Seconds</b>	77.95%	92.19%	92.23%	93.40%	88.34%	93.15%	90.13%	90.72%	89.87%	87.44%	83.35%	86.03%
<b>METER READS</b>												
Scheduled Meters	278,945	277,635	277,635	277,798	278,026	278,470	298,194	278,698	280,524	278,913	278,928	279,140
Meters Read	274,489	273,488	273,679	273,698	231,236	275,015	294,679	275,240	275,356	275,587	275,629	275,869
<b>% On-Cycle Meter Reads</b>	98.40%	98.51%	98.58%	98.52%	83.17%	98.76%	98.82%	98.76%	98.16%	98.81%	98.82%	98.83%
<b>METER TESTING**</b>												
<= 500 Cfh (180 month test interval)	1,252	945	856	925	761	296	542	1,138	1,207	1,680	1,526	1,296
> 500 Cfh (120 month test interval)	97	78	105	132	50	57	113	122	146	221	156	144
<b>Total Meters Tested</b>	1,349	1,023	961	1,057	811	353	655	1,260	1,353	1,901	1,682	1,440
Customer Requested Tests	1	2	0	0	0	0	0	0	1	0	0	1
Tests Completed in 15 Days	1	2	0	0	0	0	0	0	1	0	0	1
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>SERVICE APPOINTMENTS</b>												
Scheduled Service Appointments	2,656	2,946	2,804	2,840	3,206	2,198	2,533	2,591	2,891	3,078	3,369	3,071
Completed Service Appointments	2,528	2,749	2,619	2,665	3,014	2,086	2,376	2,503	2,749	2,913	3,141	2,951
<b>% Service Appointments Met</b>	95.18%	93.31%	93.40%	93.84%	94.01%	94.90%	93.80%	96.60%	95.09%	94.64%	93.23%	96.09%
<b>SAFETY</b>												
<b>Leak-Call Response:</b>												
<b>Normal Business Hours:</b>												
<b>M-F 8:00-16:00 (excluding holidays)</b>												
- Total Calls	375	440	428	485	583	522	534	353	343	364	357	300
- Response in 30 Minutes or Less	350	429	420	464	566	493	505	341	333	353	342	293
<b>% in 30 Minutes or Less</b>	93.33%	97.50%	98.13%	95.67%	97.08%	94.44%	94.57%	96.60%	97.08%	96.98%	95.80%	97.67%
<b>After Business Hours***:</b>												
- Total Calls	321	358	321	386	538	552	597	344	379	323	290	286
- Response in 45 Minutes or Less	308	341	300	370	520	529	574	337	365	313	276	272
<b>% in 45 Minutes or Less</b>	95.95%	95.25%	93.46%	95.85%	96.65%	95.83%	96.15%	97.97%	96.31%	96.90%	95.17%	95.10%

\*The following adjustments were made to the June 2019 results, as compared to the Q4 FY2019 Report, as a result of a data reconciliation with the Company's Contact Center Vendor. The adjustment is immaterial to prior period performance or the FY2020 benchmark. Total Calls Answered changed from 25,359 to 25,343; Abandoned Calls changed from 3,230 to 3,229; Total Calls Offered changed from 28,589 to 28,572; Calls Answered in 60 Seconds changed from 20,150 to 20,134.

\*\*The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those regulations meters with a capacity greater than 500 cubic feet per hour (Cfh) are classified as commercial, and meters with a capacity less than or equal to 500 Cfh are classified as residential. This measure is compiled on a calendar year basis.

\*\*\*The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS**

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-18</b>	<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>	<b>Apr-19</b>	<b>May-19</b>	<b>Jun-19</b>
<b>CALL CENTER RESPONSIVENESS*</b>												
Total Calls Answered	40,870	40,835	36,221	48,145	39,262	37,992	56,966	40,197	41,073	39,506	43,168	25,343
Abandoned Calls	569	664	763	1,179	515	529	2,671	1,227	2,378	1,430	1,931	3,229
Total Calls Offered	41,439	41,499	36,984	49,324	39,777	38,521	59,637	41,424	43,451	40,936	45,099	28,572
<b>% Abandoned Calls</b>	1.37%	1.60%	2.06%	2.39%	1.29%	1.37%	4.48%	2.96%	5.47%	3.49%	4.28%	11.30%
Answered in 60 Seconds	38,086	37,579	32,049	40,131	35,973	34,756	48,154	35,305	35,388	34,934	38,122	20,134
<b>% Calls Answered in 60 Seconds</b>	91.91%	90.55%	86.66%	81.36%	90.44%	90.23%	80.75%	85.23%	81.44%	85.34%	84.53%	70.47%
<b>METER READS</b>												
Scheduled Meters	279,183	279,404	279,623	279,916	280,167	280,623	283,791	281,161	281,265	281,321	281,396	281,479
Meters Read	275,863	276,122	276,517	276,847	277,158	277,611	280,935	278,215	278,395	278,548	278,550	278,642
<b>% On-Cycle Meter Reads</b>	98.81%	98.83%	98.89%	98.90%	98.93%	98.93%	98.99%	98.95%	98.98%	99.01%	98.99%	98.99%
<b>METER TESTING**</b>												
<= 500 Cfh (180 month test interval)	1,457	1,058	904	605	445	500	733	1,207	1,477	1,553	1,362	571
> 500 Cfh (120 month test interval)	109	89	93	70	39	34	97	67	202	259	231	120
<b>Total Meters Tested</b>	1,566	1,147	997	675	484	534	830	1,274	1,679	1,812	1,593	691
Customer Requested Tests	0	0	0	0	0	0	1	3	2	0	1	1
Tests Completed in 15 Days	0	0	0	0	0	0	1	3	2	0	1	1
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>SERVICE APPOINTMENTS</b>												
Scheduled Service Appointments	2,973	2,980	2,249	3,072	2,619	2,045	2,244	2,840	3,162	2,965	2,762	2,238
Completed Service Appointments	2,804	2,857	2,146	2,883	2,507	1,940	2,160	2,721	3,014	2,835	2,637	2,167
<b>% Service Appointments Met</b>	94.32%	95.87%	95.42%	93.85%	95.72%	94.87%	96.26%	95.81%	95.32%	95.62%	95.47%	96.83%
<b>SAFETY</b>												
<b>Leak-Call Response:</b>												
<b>Normal Business Hours:</b>												
<b>M-F 8:00-16:00 (excluding holidays)</b>												
- Total Calls	307	315	351	512	430	402	498	335	357	408	381	283
- Response in 30 Minutes or Less	297	302	332	492	420	391	481	330	353	402	369	279
<b>% in 30 Minutes or Less</b>	96.74%	95.87%	94.59%	96.09%	97.67%	97.26%	96.59%	98.51%	98.88%	98.53%	96.85%	98.59%
<b>After Business Hours***:</b>												
- Total Calls	271	291	403	523	510	477	558	407	392	321	288	267
- Response in 45 Minutes or Less	262	283	384	507	481	461	548	391	387	308	287	258
<b>% in 45 Minutes or Less</b>	96.68%	97.25%	95.29%	96.94%	94.31%	96.65%	98.21%	96.07%	98.72%	95.95%	99.65%	96.63%

\*The following adjustments were made to the June 2019 results, as compared to the Q4 FY2019 Report, as a result of a data reconciliation with the Company's Contact Center Vendor. The adjustment is immaterial to prior period performance or the FY2020 benchmark. Total Calls Answered changed from 25,359 to 25,343; Abandoned Calls changed from 3,230 to 3,229; Total Calls Offered changed from 28,589 to 28,572; Calls Answered in 60 Seconds changed from 20,150 to 20,134.

\*\*The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those regulations meters with a capacity greater than 500 cubic feet per hour (Cfh) are classified as commercial, and meters with a capacity less than or equal to 500 Cfh are classified as residential. This measure is compiled on a calendar year basis.

\*\*\*The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
<b>CALL CENTER RESPONSIVENESS*</b>																
Total Calls Answered	27,492	34,188	31,350	37,127	35,019	34,172	36,477	33,039	30,022	24,710	22,125	22,657	37,836			
Abandoned Calls	3,923	4,445	2,582	3,199	2,639	1,331	1,006	696	503	353	370	336	1,360			
Total Calls Offered	31,415	38,633	33,932	40,326	37,658	35,503	37,483	33,735	30,525	25,063	22,495	22,993	39,197			
% Abandoned Calls	12.49%	11.51%	7.61%	7.93%	7.01%	3.75%	2.68%	2.06%	1.65%	1.41%	1.64%	1.46%	3.47%	3.07%	6.54%	9.61%
Answered in 60 Seconds	22,086	25,673	25,004	25,987	26,929	29,706	32,797	30,549	28,137	22,979	20,785	21,584	33,304			
% Calls Answered in 60 Seconds	70.30%	66.45%	73.69%	64.44%	71.51%	83.67%	87.50%	90.56%	92.18%	91.68%	92.40%	93.87%	84.97%	8.19%	76.78%	68.59%
<b>METER READS</b>																
Scheduled Meters	281,158	281,257	281,751	281,813	281,718	282,136	293,188	283,364	286,235	282,913	287,643	285,552	281,693			
Meters Read	278,211	278,022	278,206	277,967	277,968	278,620	290,162	280,382	283,271	279,889	284,550	280,806	277,095			
% On-Cycle Meter Reads	98.95%	98.85%	98.74%	98.64%	98.67%	98.75%	98.97%	98.95%	98.96%	98.93%	98.92%	98.34%	98.37%	2.61%	95.76%	93.15%
<b>METER TESTING**</b>																
<= 500 Cfh (180 month test interval)	1,007	783	1,398	578	370	763	0	0	560	41	17	31	9,948			
> 500 Cfh (120 month test interval)	176	158	148	67	41	128	0	0	96	3	5	36	1,230			
Total Meters Tested	1,183	941	1,546	645	411	891	0	0	656	44	22	67	11,178			
Customer Requested Tests	0	0	0	1	2	2	1	0	0	0	0	0	1			
Tests Completed in 15 Days	0	0	0	1	2	2	1	0	0	0	0	0	1			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	14.29%	85.71%	71.42%
<b>SERVICE APPOINTMENTS</b>																
Scheduled Service Appointments	1571	716	1225	1595	1698	1,637	1,692	1,383	1,464	730	319	510	2,246			
Completed Service Appointments	1507	655	1110	1477	1629	1,576	1,649	1,343	1,417	720	312	494	2,135			
% Service Appointments Met	95.93%	91.48%	90.61%	92.60%	95.94%	96.27%	97.46%	97.11%	96.79%	98.63%	97.81%	96.86%	95.03%	1.72%	93.31%	91.59%
<b>SAFETY</b>																
<b>Leak-Call Response:</b>																
<b>Normal Business Hours:</b>																
<b>M-F 8:00-16:00 (excluding holidays)</b>																
- Total Calls	320	309	380	420	403	397	439	357	398	256	329	304	388			
- Response in 30 Minutes or Less	295	288	367	397	381	375	430	348	389	252	325	296	374			
% in 30 Minutes or Less	92.19%	93.20%	96.58%	94.52%	94.54%	94.46%	97.95%	97.48%	97.74%	98.44%	98.78%	97.37%	96.46%	1.73%	94.73%	93.00%
<b>After Business Hours***:</b>																
- Total Calls	282	289	327	401	445	462	435	337	282	225	274	252	373			
- Response in 45 Minutes or Less	272	272	311	374	421	427	415	326	276	223	268	249	358			
% in 45 Minutes or Less	96.45%	94.12%	95.11%	93.27%	94.61%	92.42%	95.40%	96.74%	97.87%	99.11%	97.81%	98.81%	96.14%	1.66%	94.48%	92.82%

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\*\*\*The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.



\_\_\_\_\_  
Joanne M. Scanlon

August 3, 2020  
Date

**Docket No. 3476 – National Grid Gas - Service Quality Plan  
Service list updated on 4/30/2020**

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